



**General Services Administration  
Federal Acquisition Service  
Assisted Acquisition Services  
Region 9 Pacific Branch - West  
Firm-Fixed Price Task Order  
Performance-Based Statement of Work  
Revision 1 – 08/15/11**

**1.0 Description of Work**

The Contractor shall provide a full range of technical, functional and managerial expertise to support the Department of Defense Office Inspector General (DoD OIG) Program initiatives. The support services will include an array of Advisory and Assistance Services (A&AS) being executed under the surveillance of the Contracting Officer's Representative (COR) and/or the Project Manager (PM) for all acquisition and contractual actions within DoD OIG.

This **firm fixed price** contract will be issued with a twelve (12) month base period from date of award and four (4) 12 month option periods. The Government is under no obligation to fund and/or to exercise the option periods.

**2.0 Organization**

Agency Name:	DoD OIG
Client's Organization:	AIG for Administration and Management
Address:	400 Army Navy Drive Arlington, VA 22202

**2.1 DoD OIG Background and Mission**

The Office of the Inspector General (OIG) promotes integrity, accountability, and improvement of Department of Defense personnel, programs and operations to support the Department's mission and to serve the public interest. DoD OIG is an independent, objective agency, within the Defense Department, that was created by the Inspector General Act of 1978.

The Department of Defense Inspector General works on the behalf of war-fighters, and the citizens they protect, to identify fraud, waste, and abuse and improve the operations and programs of the Department. From April to September 2009, for instance, the DoD IG produced 53 audits, 10 evaluations, 10 intelligence reviews, and 5 assessments in support of this mission. In addition, the Inspector General's Defense Criminal Investigative Service, working closely with counterpart law enforcement agencies, was responsible for returning \$993 million in fines, restitutions, and recoveries to the U.S. Government. Investigations resulted in 197 indictments and 175 convictions. The Inspector General's auditors

identified \$695 million of funds put to better use. The Defense Hotline handled over 7,000 contacts.

The importance of the DoD IG oversight work is signified by the enormity of the Department's mission, the numerous assets that DoD utilizes to accomplish its mission, the magnitude of the \$600 billion dollar budget, and the over three million personnel who are part of the DoD family, many of whom serve in harm's way each and every day.

### **2.3 PROGRAM OBJECTIVE**

The Office of the Inspector General (OIG), Department of Defense (DOD), Information Systems Directorate (ISD), is responsible for installing, maintaining, operating and supporting all OIG IT systems, enabling the OIG to accomplish its broad and continuing mission to seek out fraud waste and abuse, provide support for all levels of DOD, and provide complete oversight for numerous oversight initiatives.

Current OIG transformational efforts focus on the improvements to business processes and organizational structures as part of the broader DOD effort to better support the war fighters, services and agencies, and Congressional mandates. A major focus of the transformation process involves leveraging Information Technology (IT) solutions to improve efficiency and establish an effective workforce.

The objective of this effort is to obtain the full range of technical, functional expertise to support the OIG Information Technology initiatives.

### **2.4 Scope**

The Contractor shall provide Program Management and Technical support by providing the required personnel in order to perform the tasks and produce the deliverables identified (if required) in this task order. The Contractor shall perform, as necessary, the following tasks:

- Help Desk Support
- Systems Administration
- Applications Programming
- IT Training Support
- Systems Administration (BES, Exchange, VMware)
- Task Order Project Management
- Logistics Analysis
- IT Policy Development
- Business Process Reengineering
- Business Case Requirements Analysis
- Network Engineering – Voice over Internet Protocol (VoIP)

## 9Q1SFSRLS002

- Network Engineering – Billing – Telecom/Wireless
- Network Engineering – Circuits
- Server Support
- Computer Security Systems Support (Firewall)
- Computer Security Systems Support (Email Protection)
- Computer Security Systems Support (Antivirus)
- Computer Security Systems Support (Web Content)
- Computer Security Systems Support (Monitoring)
- Computer Security Systems Support (PKI)
- Computer Security Systems Support – Information Assurance (IA)

**2.5 SUPPORTED NETWORKS AND SYSTEMS:** The following represents the number of supported networks and systems under this task order:

- 2.5.1 Number of Sites Serviced by the Network: There are 87 Unclassified, connected via Transparent LAN Service (TLS), Frame Relay, Satellite, and other Transport Types; 28 Secret Classified, connected via Frame Relay; 1 SCI Classified
- 2.5.2 Number of Servers: 250
- 2.5.3 Number of Server Rooms: There is 1 Primary Unclassified, 1 Disaster Recovery Unclassified; 1 Secret Classified; 1 SCI Classified; ~60 Unclassified with 2 Servers Each at DoD IG Field Locations
- 2.5.4 Number of Desktops/Laptops: 2500 Unclassified; 50 Secret Classified; 50 SCI Classified
- 2.5.5 Number of end users: 2,000, including OIG Personnel and Contractors
- 2.5.6 Number of Tier 1 Calls per Month: 1,887

**3.0 SPECIFIC TASKS :** The Contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary in support of the following tasks:

**3.1 Task 1: Help Desk Support:** The Contractor shall provide help desk support. In providing this support, the Contractor shall:

- 3.1.1 Provide Tier I level IT support and trouble call resolution
- 3.1.2 Meet established service level metrics for call response, technical support, and customer service
- 3.1.3 Input trouble calls into ticket tracking system (Numura Footprints)
- 3.1.4 Resolve trouble calls; in person, over phone and through email
- 3.1.5 Use remote tools such as remote desktop to analyze and resolve trouble issues
- 3.1.6 Provide follow-up service to end-users to ensure that service provided by the Technical Support Center has addressed their needs in a timely and efficient manner
- 3.1.7 Perform setup of user accounts and responds to requests for network account additions, removes, changes, and password resets

## 9Q1SFSRLS002

- 3.1.8 Load computers with Government-furnished system images
- 3.1.9 Assist with the set up of Video Teleconferencing sessions, training classrooms, and other conference room requests, using Polycom scheduling software
- 3.1.10 Perform computer re-imaging, assist users with data backup and restore, and installation of software applications
- 3.1.11 Perform the installation of software, software patches, and security updates to client systems
- 3.1.12 Perform troubleshooting of desktop, and laptop computers, printers, scanners, and connected peripherals
- 3.1.13 Document customer and software configurations and develop and/or update standard operating procedures and training materials.
- 3.1.14 Provides input for support processes and submits technical issues into the Knowledge Base

### **3.2 Task 2 – Systems Administration:** The Contractor shall provide systems administration support. In providing this support, the Contractor shall:

- 3.2.1 Provide Tier II level support for end user technical issues
- 3.2.2 Meet established service level metrics for call response, technical support, and customer service
- 3.2.3 Input trouble calls into ticket tracking system (Numura Footprints)
- 3.2.4 Resolve trouble calls in person, over the phone and through email.
- 3.2.5 Use remote tools, such as remote desktop to analyze and resolve trouble issues.
- 3.2.6 Provide follow-up service to end-users to ensure that service provided by the Technical Support Center has addressed their needs in a timely and efficient manner.
- 3.2.7 Perform setup of user accounts and responds to requests for network account adds, removes, changes, and password resets.
- 3.2.8 Load computers with Government-furnished system images
- 3.2.9 Perform computer re-imaging, assist users with data backup and restore, and installation of software applications.
- 3.2.10 Perform the installation of software, software patches, and security updates to client systems.
- 3.2.11 Perform troubleshooting of desktop, and laptop computers, printers, scanners, and connected peripherals.
- 3.2.12 Document customer, software, and system configurations and develop and/or update standard operating procedures and training materials.
- 3.2.13 Provide input for support processes and submits technical issues into the Knowledge Base.
- 3.2.14 Load, configure, and optimize Microsoft Windows operating systems.
- 3.2.15 Review, monitor, and analyze system logs, and diagnose and resolve related technical issues and deficiencies.

- 3.2.16 Provide follow-up service to end-users to ensure that service provided by the Technical Support Center has addressed their needs in a timely and efficient manner.
- 3.2.17 Manage user network shares, permissions, and quotas
- 3.2.18 Manage user mailboxes, public folders, and distribution lists
- 3.2.19 Manage network printers and scanners
- 3.2.20 Assist with the management of Active Directory, policies, and objects.
- 3.2.21 Assist with the development, testing, updating and deployment of computer images
- 3.2.22 Assist with the management of software deployment systems, and with the packaging, testing, and deployment of software and security updates to client computers
- 3.2.23 Assist in the research, evaluation, testing, selection, procurement, implementation and maintenance of new software/hardware/systems

**3.3 Task 3 - Applications Programming:** The Contractor shall provide support in Applications Programming. In providing this support, the Contractor shall:

- 3.3.1 Be responsible for the development and modernization of OIG applications developed in-house, and integrating and supporting applications developed for the OIG.
- 3.3.2 Provide expert analysis and resolution of complex programming issues.
- 3.3.3 Work with customers to establish functional requirements and translate the requirements into technical solutions.
- 3.3.4 Support outsourced software development projects by participating in design reviews, requirements analysis, and software testing.
- 3.3.5 Design, build, and maintains web-based front end applications and dashboards.
- 3.3.6 Manage medium to large software development projects using project management software (Microsoft Project).
- 3.3.7 Manage multiple concurrent projects for establishing and implementing strategies for software applications. The Contractor shall:
  - Coordinate the design and deployment of new relevant hardware and software with other enterprise IT projects.
  - Provide a broad assessment of the scope and resource requirements of assigned projects, including specific results and outcomes.
  - Identify project issues and risks and makes recommendations on how to best resolve or mitigate them.
- 3.3.8 Ensure that operating instructions, user guides and other technical documentation are kept current.

**3.4 Task 4 – IT Training Support:** The Contractor shall provide Training support. In providing this support, the Contractor shall:

- 3.4.1 Provide technical instruction in formal classroom and offsite workshop settings to both technical and non-technical personnel.
- 3.4.2 Research and prepare IT training courses and curriculum based on OIG software, systems, and mission need.
- 3.4.3 Research and prepare instructional materials to support IT training courses and curriculum.
- 3.4.4 Support and maintain audio/video and related equipment in training areas and conference rooms.

Course requirements shall include, but are not limited to:

- Teleworking solutions / VPN instruction
- IT Ticket and Tracking systems
- Microsoft Office suite
- Hardware platform solutions (e.g. Common Access Card (CAC))
- Customer-focused IT “fairs,” demonstrating multiple technologies and their use

**3.5 Task 5 - Systems Administration: (BES, Exchange, VMware):** The Contractor shall provide Tier III level support for customer technical issues involving server systems. In providing this support, the customer shall:

- 3.5.1 Support, configure, optimize, and resolve issues related to Microsoft Exchange Server
- 3.5.2 Support, configure, optimize, and resolve issues related to Blackberry Enterprise Server
- 3.5.3 Support, configure, optimize, and resolve issues related to VMware virtual servers and Citrix XenApp and XenServer
- 3.5.4 Support, configure, optimize, and resolve issues related to Microsoft Active Directory
- 3.5.5 Support, configure, optimize, and resolve issues related to Microsoft SharePoint Server
- 3.5.6 Develop, test, support, configure, secure, optimize, and resolve issues related to Server and Client System Loads and Login Scripts
- 3.5.7 Support, configure, optimize, and resolve issues related to Server and Enterprise Data Backups
- 3.5.8 Support, configure, optimize, and resolve issues related to Storage Area Networks (SANs) and Network Attached Storage (NAS)
- 3.5.9 Research and provide solutions to complex technical issues.
- 3.5.10 Provide integrated solutions using: Microsoft SharePoint, Microsoft Windows and Office software, server platforms, VMware, Citrix XenApp, and Microsoft Exchange Server.
- 3.5.11 Perform analysis of complex system issues and provides corrective action.
- 3.5.12 Load, configure, patch, and update Microsoft Windows OS and server platforms and supporting hardware.

## 9Q1SFSRLS002

- 3.5.13 Review and monitor system logs, identify system deficiencies and areas where performance can be improved, and makes corrective changes.
- 3.5.14 Ensures servers are in compliance with DOD IA requirements and update servers that are not in compliance.
- 3.5.15 Manage network shares and server-based customer resources.
- 3.5.16 Manage and control Active Directory, policies, and objects.
- 3.5.17 Assist with the management of software deployment systems, and with the packaging, testing, and deployment of software and security updates to client computers.
- 3.5.18 Assist with the development, testing, updating and deployment of computer images.
- 3.5.19 Assist with the management of software deployment systems, and with the packaging, testing, and deployment of software and security updates to client computers.
- 3.5.20 Provides follow-up service to end-users to ensure that service provided by the Technical Support Center has addressed their needs in a timely and efficient manner.
- 3.5.21 Assist in the research, evaluation, testing, selection, procurement, implementation and maintenance of new software/hardware/systems.
- 3.5.22 Document system configurations and develop and/or update standard operating procedures and training materials.

**3.6 Task 6 - Task Order Project Management:** The Contractor shall provide project management support for this task order. The Contractor shall:

- 3.6.1 Serve as the project manager for the task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Management Office in working with the Government Contracting Officer, the task order-level TMs, Government management personnel and customer agency representatives. Under the guidance of the Task Monitor, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

**3.7 Task 7 - Logistics Analysis:** The Contractor shall provide Logistics Analysis support. In providing this support, the Contractor shall:

- 3.7.1 Assist in preparation of purchase requirements
- 3.7.2 Review Statements of Work (SOW), Performance Work Statements (PWS), and requirements documents for formatting, clerical, and grammatical errors.
- 3.7.3 Enter purchase requirements into an electronic automated tracking system.
- 3.7.4 Track and monitor status of purchase requirements.

**3.8 Task 8 – IT Policy Development:** The Contractor shall research and provide recommendations for agency IT Policy based on Federal, DOD, and OIG policies, publications, and guidance and industry best practices. In performing this task, the Contractor shall:

- 3.8.1 Compile, draft, coordinate, and edit agency IT policy documents.
- 3.8.2 Coordinate policies, publications, and other documents routed to the ISD for input, consolidate responses from within ISD, and provide responses.
- 3.8.3 Review Federal and DOD IT Policy for applicability to the agency.
- 3.8.4 Review existing agency policy for changes, deletion, policy gaps, and policy overlap.
- 3.8.5 Assist in the coordination, drafting, and editing of the agency IT strategic plan and action plans.
- 3.8.6 Assist in the development of IT board, working group, and team charters.
- 3.8.7 Coordinate and organize the agency's IT Policy Working Group.
- 3.8.8 Assist in the development of IT management practices.
- 3.8.9 Research methods to improve agency IT processes.
- 3.8.10 Assist and maintain agency IT service level agreements.
- 3.8.11 Develop, draft, coordinate, and edit service catalogs, service level agreements, and "run books" that document the processes and procedures for providing IT services to the OIG.

**3.9 Task 9 - Business Process Reengineering:** The Contractor shall research, recommend and apply process improvement, reengineering methodologies, and principles to conduct process modernization projects. In performance of this task, the Contractor shall:

- 3.9.1 Manage requirements collection projects and processes.
- 3.9.2 Identify and collect current and future functional requirement from agency members and coordinates project development with appropriate IT division.
- 3.9.2 Liaison between agency members and agency IT unit.
- 3.9.3 Coordinate and maintain agency Information Systems Liaison Working Group.
- 3.9.4 Facilitate teams to accomplish project activities and objectives.
- 3.9.5 Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.
- 3.9.6 Translate functional requirement into technical solutions.
- 3.9.7 Assist in the development and coordination of the agency IT strategic plan and action plans.
- 3.9.8 Conduct cost benefit analysis for agency IT requirements.



**3.10 Task 10 – Business Case Requirement Analysis:** The Contractor shall research, recommend, and apply process improvement, reengineering methodologies, and principles to conduct process modernization projects. In performance of this task, the Contractor shall:

- 3.10.1 Conduct IT requirements collection for projects and processes.
- 3.10.2 Collect functional requirements from agency members and coordinates project development with appropriate IT division.
- 3.10.3 Act as an alternate liaison between agency members and agency IT unit.
- 3.10.4 Coordinate and maintain agency Information Systems Liaison Working Group.
- 3.10.5 Assist with the facilitate teams to accomplish project activities and objectives.
- 3.10.6 Act as a coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.
- 3.10.7 Translate functional requirements into a technical solution.
- 3.10.8 Assist in the development and coordination of the agency IT strategic plan and action plans.
- 3.10.9 Conduct cost benefit analysis for agency IT requirements.
- 3.10.10 Conduct annual survey of agency members to identify agency future IT requirements.

**3.11 Task 11 – Network Engineering – Voice over Internet Protocol (VoIP):** The Contractor shall provide Tier III level support for customer technical issues involving VoIP systems. In performance of this task, the Contractor shall:

- 3.11.1 Implement, configure, manage, maintain, and optimize of Cisco Call Manager and Unity Systems, and Cisco routers and switches.

**3.12 Task 12 – Network Engineering – Billing – Telecom/Wireless:** In performance of this task, the Contractor shall:

- 3.12.1 Review and audit telecommunications, data, and wireless bills for discrepancies, billing errors, and excessive use.
- 3.12.2 Provide recommendations for cost savings and avoidance based on working knowledge and observation of OIG bills.
- 3.12.3 Manage and maintain a database of communications bills.

**3.13 Task 13 – Network Engineering – Circuits:** In performance of this task, the Contractor shall:

- 3.13.1 Assist with the coordination and acquisition of network circuits through the Defense Information System Agency (DISA)-Defense Information Technology Contracting Organization (DITCO).

## 9Q1SFSRLS002

3.13.2 Manage and maintain a database of network circuits.

**3.14 Task 14 – Server Support:** In performance of this task, the Contractor shall:

- 3.14.1 Plan major server and system upgrades and integration.
- 3.14.2 Provide subject matter expertise for server-related issues in multiple disciplines and identifies solutions to complex technical problems and requirements.
- 3.14.3 Provide Tier III level support for customer technical issues involving server systems.
- 3.14.4 Provide integrated solutions using: Microsoft SharePoint, Microsoft Windows and Office software, server platforms, VMware, Citrix XenApp, and Microsoft Exchange Server.
- 3.14.5 Perform analysis of complex system issues and provides corrective action.
- 3.14.6 Load, configure, patch, and update Microsoft Windows OS and server platforms and supporting hardware.
- 3.14.7 Review and monitor system logs, identify system deficiencies and areas where performance can be improved, and makes corrective changes.
- 3.14.8 Ensure servers are in compliance with DOD IA requirements and updates servers that are not in compliance.
- 3.14.9 Manage network shares and server-based customer resources.
- 3.14.10 Manage and control Active Directory, policies, and objects.
- 3.14.11 Provide follow-up service to end-users to ensure that service provided by the Technical Support Center has addressed their needs in a timely and efficient manner.
- 3.14.12 Assist in the research, evaluation, testing, selection, procurement, implementation and maintenance of new software/hardware/systems.
- 3.14.13 Document system configurations and develop and/or update standard operating procedures and training materials.

**3.15 Task 15 – Computer Security Systems Support (Firewall):** In the performance of this task, the Contractor shall:

- 3.15.1 Review and monitor firewall rules for Unclassified (NIPRNet) and Classified (SIPRNet) networks at both OIG Headquarters and Alternate Data Center, identify issues and deficiencies, make corrections and advise management of possible incidents.
- 3.15.2 Monitor and maintain policies on OIG Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS), including Wireless IDS.
- 3.15.3 Provide response and support for customer requests for temporary firewall rules and firewall, IDS, and IPS-related issues.

- 3.16 Task 16 – Computer Security Systems Support (Email Protection):** The Contractor shall support, maintain, patch, and update gateway e-mail security systems, antivirus software, and gateway e-mail encryption systems. In the performance of this task, the Contractor shall:
- 3.16.1 Review and monitor gateway e-mail security systems for Unclassified (NIPRNet) and Classified (SIPRNet) networks at both OIG Headquarters and Alternate Data Center, identify issues and deficiencies, make corrections and advise management and federal leads of possible incidents, inappropriate use, and malicious domains.
  - 3.16.2 Update Antivirus software supporting NIPRNet and SIPRNet security systems.
  - 3.16.3 Provide response and support for customer requests to release valid e-mails and other e-mail security issues.
- 3.17 Task 17 – Comp Security Systems Support (Antivirus):** The Contractor shall support, maintain, patch, and update antivirus and host-based security servers and client software. In performance of this task, the Contractor shall:
- 3.17.1 Review and monitor antivirus server and systems for Unclassified (NIPRNet) and Classified (SIPRNet) networks at both OIG Headquarters and Alternate Data Center, identify issues and deficiencies, make corrections and advise management and federal leads of possible incidents and malicious activity.
  - 3.17.2 Provide response and support for antivirus software and virus incidents, address customer issues, and take corrective action to clean viruses and malicious software from affected computers.
- 3.18 Task 18 – Computer Security Systems Support (Web Content):** The Contractor shall support, maintain, patch, and update Websense and Web Watcher systems. The Contractor shall:
- 3.18.1 Review and monitor web content servers and systems, identify issues and deficiencies, collect and review information on malicious sites and update block lists, make corrections and advise management and federal leads of possible incidents, malicious activity, and inappropriate use.
  - 3.18.2 Provide response and support to address customer issues related to blocked web sites.
  - 3.18.3 Coordinate with OIG firewall personnel to setup IP blocks for malicious activity that warrants further action.
- 3.19 Task 19 – Computer Security Systems Support (Monitoring):** In performance of this task, the Contractor shall:

- 3.19.1 Support and monitor SourceFire IDS, Tipping Point IPS, and Splunk Monitoring software.
- 3.19.2 Respond to possible security incidents, identify false positives where applicable, open incident tickets, perform incident analysis, and close tickets upon completion.
- 3.19.3 Coordinate with the Firewall team for IP and other network blocks based on incidents and findings.

**3.20 Task 20 – Computer Security Systems Support (PKI):** The Contractor shall serve as a system administrator responsible for installing, operating, optimizing, and maintaining OIG Public Key Infrastructure (PKI) software and hardware.

- 3.20.1 Provide Tier III level support for end user PKI-related issues.
- 3.20.2 Administer and maintain Tumbleweed responders and repeaters to ensure the equipment is properly patched and fully operational.
- 3.20.3 Actively participate in planning meetings to determine the impact of new and existing projects on OIG PKI systems, and provide recommendations for maintaining these systems at acceptable effective and efficient levels.
- 3.20.4 Troubleshoot PKI problems from the appliance to the desktop/laptop level, and provide solutions in a timely manner within published service level agreements (SLA)s

**3.21 Task 21 – Computer Security Systems Support – Information Assurance (IA):** The Contractor shall provide Information Assurance (IA) support. In performance of this task, the Contractor shall:

- 3.21.1 Complete and report for Federal Information Security Management Act (FISMA) compliance.
- 3.21.2 Maintain OIG entries in the DOD IT Portfolio Repository (DITPR).
- 3.21.3 Document, prepare and submit DOD Information Assurance Certification and Accreditation Process (DIACAP) packages.
- 3.21.4 Provide Information Assurance (IA) training and other security briefings, and tracks employee completion.
- 3.21.5 Review and assist with drafting IA policies and guidance
- 3.21.6 Support and maintain Network Admission Control systems.
- 3.21.7 Monitor and responds to guidance, directives, and issuances from the USCYBERCOM, and tracks and reports on compliance with Communication Tasking Orders (CTOs), Information Assurance Vulnerability Alerts (IAVAs), Gold Disk, and other security requirements using the Vulnerability Management System (VMS).
- 3.21.8 Perform scans and analysis of servers, workstations, routers, switches, and all other devices connected to OIG networks for compliance with federal, DOD, and USCYBERCOM requirements.
- 3.21.9 Track and monitor IA Workforce Improvement Program (IAWIP) compliance.

**4.0 Deliverables:** The Contractor shall provide deliverables in Microsoft Office compatible electronic format, as well as any hard copy documents not included in the electronic files. All deliverables are subject to final COR approval. Unless otherwise indicated in this task order, the COR will approve all deliverables within five (5) business days after submission by the Contractor, or provide comments showing additional information required. Unless otherwise indicated in this task order, the Contractor shall resubmit the revised deliverable to the COR within five (5) business days after receiving comments from the COR. The following are deliverables under this task order:

**4.1** The Contractor shall provide a Project Management Plan (PMP) at the Kick Off meeting. The PMP will incorporate the following additional information:

- Staffing Plan Per Task
- Points of Contact
- General Operating Procedures for:
  - Travel
  - Deliverables Per Task
  - Problem/Issue Resolution
- Task Methodologies
- Quality Control Procedures

The Contractor shall revise the PMP monthly to update the deliverable schedule and any appropriate changes to other areas of the PMP. The Contractor shall also revise the PMP at the time an Option is exercised. During the course of this contract, the Contractor shall identify additional deliverables for inclusion in the PMP and revise the PMP accordingly.

#### **4.2 Contractor Plan: REMOVED**

**4.3 Status Meetings:** The Contractor shall attend scheduled status meetings with the Contractor and the COR to communicate the Contractor's progress/performance, identification of performance problems, recommended corrective actions, and other pertinent issues. At the COR's discretion, progress reports can be provided using video teleconferencing, telephone, or in person. The Contractor must attend scheduled status meetings with the Contractor and the COR to discuss the status of the task order during the first week of September 2011, October 2011, and November 2011. These dates may be altered depending on the actual date of the contract award and option exercise. The Contractor will attend additional meetings as requested by the COR.

4.3.1 For additional meetings, the Contractor shall provide a formal request to the COR at least three (3) business days prior to conducting any additional meetings. The Contractor shall also include the COR or the COR designated Field Monitor in all scheduled status meetings. The Contractor will notify the COR no later than five (5) business days prior to scheduled meetings with the focal points. Upon request, if deemed necessary, the

Contractor may be asked to brief the DOD OIG on the Contractor results and opinion prior to the 4<sup>th</sup> quarter.

- 4.4 Progress Reporting:** The progress report shall communicate the Contractor's progress/performance, identification of performance problems, recommended corrective actions, and other pertinent issues. At the COR's discretion, progress reports can be provided using video teleconferencing, telephone, or in person. These meetings will be held with the Contractor and DOD OIG/COR, biweekly (every two weeks) at a location determined by the COR.

4.4.1 For additional meetings, the Contractor shall provide a formal request to the COR at least three (3) business days prior to conducting any additional meetings. The Contractor shall also include the COR or the COR designated Field Monitor in all scheduled entrance and exit conferences. The Contractor will notify the COR no later than five (5) business days prior to scheduled meetings.

The written progress reports shall be provided quarterly to the COR, not later than 45 days after the quarter ends. These progress reports shall communicate the Contractor's progress/performance, identification of all transactions and amounts not in compliance with applicable laws and regulations, and a detail description of the results of the review with any recommended corrective actions. The COR will review and provide feedback within five (5) business days after receipt of the progress report.

- 4.5 Monthly Status Reports,** which document the work performed under this PBSOW. The narrative reports shall contain an accurate, up-to-date summary account of tasks completed during the month, tasks on-going during the month, tasks to be worked during the next month, and any outstanding issues. These reports shall be no longer than three pages and should contain a statement of progress against the cost schedule developed by the Contractor under project management. The report shall be due not later than the 10<sup>th</sup> day of the month for the previous month's services. See attached format:



"MSR Template.doc"

- 4.6 Trip Reports:** The Contractor shall submit Trip Reports five working days after completion of a trip for all long distance travel and for local travel when requested by Government Task Lead. The Trip Report shall include the following information:

- Personnel traveled
- Dates of travel
- Destination(s)

## 9Q1SFSRLS002

- Purpose of Trip; contract effort supported and Task Order ID number; MAJCOM supported (if applicable); training (be specific)
- Actual Trip Costs
- Approval Authority
- Summary of events

**4.7 Exit Conference:** The Contractor shall attend formal exit conferences. The Contractor shall address any questions pertaining to their results. The exit conferences will be held separately with the COR, and audit focal points. The exit conferences will be held within five (5) business days after the completion of the 4<sup>th</sup> quarter to discuss results.

**4.8 Reports:** Provide weekly, monthly and escort reports for all tasks listed in section 3.0, to include task completed, project status and summary reports.

4.8.1 All reports shall be delivered to the COR, with the Monthly Status Reports being posted into ITSS, each month, as referenced in para. 4.5.

**4.9 Standard Operation Procedures development or updates:** Develop and/or update Standard Operating Procedures (SOPs), as required.

**4.10 Quality Control Plan:** The Contractor shall have, or develop, a Quality Control Plan, in accordance with section 11.0 of this PBSOW, to be submitted with proposal.

Deliverables Table:

PARA:	GENERAL DELIVERABLES:	DUE DATES:	ELECTRONIC DELIVERY:
4.1	PROJECT MANAGEMENT PLAN	PRESENTED AT KICKOFF MEETING	SEE 4.8, 4.8.1
4.3	STATUS MEETINGS	TBD	SEE 4.8, 4.8.1
4.4	PROGRESS REPORTS	QUARTERLY	SEE 4.8, 4.8.1
4.5	MONTHLY STATUS REPORTS	10 <sup>TH</sup> DAY OF THE MONTH FOR THE PREVIOUS MONTH'S SERVICES	SEE 4.8, 4.8.1
4.6	TRIP REPORTS	5 BUSINESS DAYS AFTER ANY TRAVEL	SEE 4.8, 4.8.1
3.1.13, 3.2.12, 3.5.22, 3.14.13	DEVELOP STANDARD OPERATING PROCEDURES MANUAL, IF APPLICABLE	AS REQUIRED	SEE 4.8, 4.8.1
3.1.13, 3.2.12,	UPDATE STANDARD OPERATING PROCEDURES MANUAL	AS NEW PROCESSES OR PROCEDURES ARE	SEE 4.8, 4.8.1

**9Q1SFSRLS002**

3.5.22, 3.14.13		IMPLEMENTED	
3.3.8	OPERATING INSTRUCTIONS, USER GUIDES UPDATED	AS NEW PROCESSES OR PROCEDURES ARE IMPLEMENTED	SEE 4.8, 4.8.1
3.1 – 3.21, 4.8	WEEKLY STATUS REPORT	ON MONDAY OF EACH WEEK, FOR PREVIOUS WEEK’S WORK	SEE 4.8, 4.8.1
3.1 – 3.21, 4.5, 4.8	MONTHLY STATUS REPORT	WITHIN 10 DAYS OF THE END OF THE PREVIOUS SERVICE MONTH	SEE 4.8, 4.8.1
4.7	EXIT CONFERENCE	5 BUSINESS DAYS AFTER 4 <sup>TH</sup> QUARTER HAS ENDED	N/A
3.1 – 3.21	ESCORT REPORT	TBD	SEE 4.8, 4.8.1
11.0	QUALITY CONTROL PLAN	WITH PROPOSAL	N/A

**4.11 Notice Regarding Late Delivery:** The Contractor shall notify the COR, as soon as it becomes apparent to the Contractor, that a scheduled delivery will be late. The Contractor shall include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The COR will review the new schedule and request that the Contracting Officer (CO) provide guidance to the Contractor via a TO modification. Such notification in no way limits the Government's right to any and all rights and remedies up to and including termination.

**4.12** The Contractor shall provide deliverables to addresses identified in Section 5.0 in machine readable format, using Microsoft Office Suite and Adobe via email, or CD-ROM for those deliveries that cannot be e-mailed. The Contractor shall use best commercial practices for formatting deliverables under this Contract.

**4.12.1 Markings for Delivery:**

**A--** All reports and/or documents (deliverables) and materials delivered under the contract shall be submitted with a letter of transmittal identifying the contract number as well as the title or description of data submitted.

**B--** Offeror shall clearly mark all proprietary information in red with the words “(Contractor name) Proprietary Information” with a font size of at least 10 pitch. Any offeror information provided in response to this solicitation not marked as described above may be considered non-proprietary and released in accordance with Governmental procedures.

**C--** Electronic copies shall be delivered via e-mail attachment. The Contractor shall label each electronic delivery with the Contract Number and Project Title in the subject line of the e-mail transmittal.



**5.0 INSPECTION AND ACCEPTANCE:** Inspection and acceptance of all work performance, reports and other deliverables under this task order shall be performed by the DOD OIG COR:

ATTN: Mr. Willie Spivey  
400 Army Navy Drive  
Room 115  
Arlington, VA 22202  
Email: willie.spivey@dodig.mil

**5.1 Scope of Inspection:** All deliverables will be inspected for content, completeness, accuracy and conformance to task order requirements by the client representative. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the task order. The scope and nature of this testing must be negotiated prior to task order award and will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

5.1.1 The Government requires a period not to exceed thirty (30) days after receipt of final deliverable items for inspection and acceptance or rejection.

**5.2 Basis of Acceptance:** Items such as ODCs will be accepted upon receipt of proper documentation as specified in this task order.

5.2.1 Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

5.2.2 The Contractor shall provide delivery of electronic copies of each deliverable. Electronic copies shall be delivered via email attachment or other media by mutual agreement of the parties. The electronic copies shall be compatible with Section 4 CURRENT DESKTOP ENVIRONMENT above or other applications as appropriate and mutually agreed to by the parties.

5.2.3 The Contractor shall use best commercial practice for formatting deliverables under this contract. If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

5.2.4 All of the Government's comments to deliverables must either be incorporated in the succeeding version or the Contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

## 9Q1SFSRLS002

- 5.2.5 If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this task order, the document may be immediately rejected without further review and returned to the Contractor for correction and re-submission.
- 5.3 **Initial Deliverables:** The Government will provide written acceptance, comments and/or change requests, if any, within ten (10) working days from receipt by the Government of the initial deliverable. Upon receipt of the Government comments, the Contractor shall have ten (10) working days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.
- 5.4 **Written Acceptance/Rejection by the Government:** The Government shall provide written notification of acceptance or rejection of all final deliverables within fifteen (15) working days. Absent written notification, final deliverables will be construed as accepted. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.
- 5.5 **Conforming Products or Services:** Non-conforming products or services will be rejected. Deficiencies will be corrected, by the Contractor, within seven (7) working days of the rejection notice. If the deficiencies cannot be corrected within seven (7) work days, the Contractor will immediately notify the COR of the reason for the delay and provide a proposed corrective action plan within seven (7) work days.
- 5.6 **Place(s) of Delivery:**
- DOD OIG  
AIG for Administration and Management  
ATTN: Willie Spivey  
400 Army Navy Drive  
Arlington, VA 22202
- 5.7 **Contractor Responsibilities to Receive Payment:**
- 5.7.1 Contractor must first provide invoices and a completed GSA Form 3025 – Receiving Report to the Government COR for review prior to submitting invoices in ITSS or GSA Finance. The COR will return either an approved GSA Form 3025 or a detailed explanation as to why the invoice was not approved within 5 business days. It is the responsibility of the Contractor to resolve issues in a timely manner.
- 5.7.2 Contractor shall either mail the approved invoice and accompanying approved GSA Form 3025, to the address in block 24, or obtain a password for electronic submission at [www.finance.gsa.gov](http://www.finance.gsa.gov), (which is recommended) **AND**

## 9Q1SFSRLS002

- 5.7.3 Contractor shall submit the approved invoice, GSA Form 3025 and a monthly status report in ITSS. If unable to perform this function in ITSS, the Contractor must send a copy of all three to the following address:

GSA – BCEB  
GSA Mailroom  
1500 E. Bannister Road  
Kansas City, MO 65131-9434

- 5.7.3 Contractor shall reference ACT number (TBD) when submitting requests for client acceptance. A Monthly status report (to be posted to the “Reports” section) must accompany the approved invoice and Form 3025 in ITSS. Failure to comply will result in automatic invoice rejection.

- 5.7.5 If an invoice is rejected, it is the responsibility of the Contractor to notify the GSA Project Manager so that issues can be resolved in a timely manner.

**6.0 PERIOD OF PERFORMANCE:** The base period of performance for this task order is one (1) year from date of award with four (4) one (1) year. More detailed information regarding the Period of Performance may be found in the RFQ for this task order.

**7.0 PLACE OF PERFORMANCE:** The Government anticipates the primary places of performance for all tasks will be at the 400 Army Navy Drive Arlington, VA 22202. The Contractor may be required to perform duties at an alternate work location, as designated by the Government. Situations and conditions requiring alternate work locations include, but are not limited to, contingency operations, emergency shutdowns and a declared designated alternate work site. Additionally, the Government anticipates that some work may require travel to our field site locations listed in the following table:

Street Address	City	State
FLETC, 1131 Chapel Crossing Rd, Bldg. 44 Suite 115	Glynco	GA
138 Delaware Ave, Rm 524 c/o U.S. Attorney's Office	Buffalo	NY
55 New Sudbury Street, Ste 1325, JFK Federal Bldg	Boston	MA
5450 Carlisle Pike, Bldg 112, P.O. Box 2020	Mechanicsburg	PA
245 Church Street, Suite 404, One Century Tower	New Haven	CT
One Huntington Quadrangle Suite 2C01	Melville	NY
10 Industrial Hwy, Bldg Y, Airport Business Complex	Lester	PA
1000 Liberty Ave. Suite 2101 Moorhead Federal Bldg	Pittsburgh	PA
100 Dey Place Suite 102 Wick Plaza 1	Edison	NJ
441 South Salina St. Suite 705	Syracuse	NY
2400 Herodian Way Suite 420 The Atrium	Smyrna	GA
Seahawk Task Force, 1050 Register Street N.	Charleston	NC
1475 West Cypress Creek Rd. Crown Center Suite 200	Ft. Lauderdale	FL
Bldg 3421, Suite 8, Gray Road	Redstone Arsenal	AL
5000 U.S. Highway 17, Suite 18, Box 242	Fleming Island	FL

9Q1SFSRLS002

2250 Gause Blvd, East, Suite 400	Slidell	LA
801 Broadway Suite 342 Federal Courthouse Bldg	Nashville	TN
3101 Maguire Blvd. Suite 244 Essex Bldg Koger Complex	Orlando	FL
One Eleventh Ave. Suite E1	Shalimar	FL
4700 Falls of Neuse Road Suite 370	Raleigh	NC
400 N Tampa St. Suite 1130, 11th Floor	Tampa	FL
5400 Wyoming Blvd., NE, Suite 200	Albuquerque	NM
4401 Fairview Drive, Room 232	Austin	TX
4430 S. Fiddlers Green Cr., Room 350	Greenwood Village	CO
2201 North Collins, Suite 300	Arlington	TX
1919 Smith Street, 10th Floor, Suite 1000	Houston	TX
324 East 25th St. Suite 3100	Ogden	UT
401 W. Washington St. SPC 15 Suite 402A	Phoenix	AZ
10127 Morocco Dr. Suite 250 North Chase 1 Building	San Antonio	TX
125 South State Street, Room 1209	Salt Lake City	UT
1403 S. 101st East Ave. Suite 131	Tulsa	TX
2111 W. Roosevelt Road	Chicago	IL
701 Lee Street, Suite 810	Des Plaines	IL
7550 Lucerne Suite 200 Islander Park One Bldg.	Middleburg Heights	OH
4449 Easton Way, Suite 375	Columbus	OH
3055 Kettering Blvd. Suite 205	Dayton	OH
4444 East 75th Street, Suite 501	Indianapolis	IN
500 State Ave. Suite 545 Federal Building	Kansas City	KS
USAO, 517 E. Wisconsin Ave., Room 530	Milwaukee	WI
414 Galtier Plaza, 380 Jackson Street	St. Paul	MN
DCIS c/o US Attorney, 1830 2nd Ave, Suite 320	Rock Island	IL
1222 Spruce St. Suite 8.308E	St. Louis	MO
271 West 3rd Street, Suite 4020	Wichita	KS
501 West Ocean Blvd. Suite 7300	Long Beach	CA
300 Ala Moana Blvd. Suite 4-209	Honolulu	HI
24722 Plaza St. Suite 130	Mission Viejo	CA
1500 SW First Ave, Suite 400	Portland	OR
4542 Ruffner Street, Suite 340	San Diego	CA
1000 2nd Ave. Suite 2950	Seattle	WA
1301 Clay St. Suite 480N Oakland Federal Bldg	Oakland	CA
2800 Cottage Way W-1944	Sacramento	CA
25350 Magic Mountain Parkway, Suite 200	Valencia	CA
103 South Gay Street, Suite 208	Baltimore	MD
200 Granby St. Suite 412 Federal Bldg	Norfolk	VA
US Attorney's Office, 310 First Street, SW, Room 904	Roanoke	VA
5309 Commonwealth Centre Parkway, Suite 403	Midlothian	VA
#4 Augusta Strasse, American Arms Hotel Office Tower	Wiesbaden	
Afghanistan Fraud Office, MPFU, US Army CID		
1240 East 9th Street, Suite 2421	Cleveland	OH
430 Morrison Road Suite 310	Gahanna	OH

## 9Q1SFSRLS002

4740 E. Irvington Place	Denver	CO
440 Fuller Way, Bldg 280	Pearl Harbor	HI
8899 East 54th St. Room 115Z	Indianapolis	IN
43rd Signal Battalion, Mannheimerstrasse Kleber Kaserne	Kaiserslautern	GER
1500 E. Bannister Road, Room SBT14.5	Kansas City	MO
700 Robbins Ave, Bldg. 4C, Rm 8502	Philadelphia	PA
400 North Tampa Street	Tampa	FL
111 Cybernetics Way, Suite 110	Yorktown	VA

- 7.1 **Contingency Operations:** The DOD OIG may be required to conduct business and operations from an alternate site as a result of severe weather conditions, emergency situations and as required by Continuity of Operation exercises. When required and as directed, the Contractors supporting this task order may be required to support the operation from a alternate site location. The Government will support the alternate site locations with Government Furnished Equipment as noted in section 12.
- 7.2 **Work Schedule and Hours of Operation:** The Government's primary operations are conducted, Monday through Friday between the hours of 4:00 am and 4:30 pm, except Federal holidays or any other day(s) designated by Federal Statute, Executive Order, or Presidential Proclamation. The ten Federal holidays include New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas Day.
- 8.0 **TRAVEL:** Travel is anticipated for this task order. All requests for Travel and Other Direct Costs (ODCs) must be approved by the GSA Contracting Officer's Representative (COR) or designated Government Representative **prior** to incurring costs. Contractor will not be reimbursed for local travel (within 50 miles) under this task order.
- 9.0 **GOVERNMENT FURNISHED EQUIPMENT (GFE)/GOVERNMENT FURNISHED INFORMATION (GFI) AND GOVERNMENT FURNISHED MATERIALS:**
- 9.1 **Government Furnished Equipment:** The Government will provide workstations, Government computers and office supplies at the primary location for personnel under this contract. When required, the Government will authorize GFE to operate from an alternate site location. The GFE to support the alternate site location will include the minimum equipment required to support the operation. The primary office responsible for identifying and issuing the equipment will be DOD OIG Information Technology Division.
- 9.2 **Government Furnished Information:** The Government will provide access to all relevant documentation (i.e. developer generated design, construction and related documents).
- 10.0 **SECURITY/PRIVACY:** This is a DOD work effort involving access to classified information/material. The Contractor must be an active participant of the National Industrial Security Program (NISP). Visit Request Letters (VRL) are applicable to these

efforts whenever contract performance occurs on a Department of Defense installation or within a Department of Defense controlled facility or activity. The offeror must possess, or acquire prior to award of a contract, a facility clearance equal to the highest classification stated on the Contract Security Classification Specification 9, DD Form 254).

- 10.1 **Facility Security Clearances:** All general Contractors and subcontractors, with access to the DOD OIG Facilities and specifically working with classified material, equipment, or information will be required at a minimum to have a FACILITY SECURITY CLEARANCE (FCL) obtained through the Defense Security Service (DSS). Sufficient lead time is required to achieve the required security clearance action. The Program Office COR will submit the contract to the Security Division Acquisition Security Unit for review who in turn will determine eligibility and complete the DD254 to be presented to the Contractor.

10.1.1 Department of Defense (DOD) Contract Security Classification Specification (DD254) Requirements: If in possession of a current DD254 (applicable form), the Contractor will notify the COR and provide their Commercial and Government Entity (CAGE) number. The COR will verify the Government form for contract security classification through DSS.

- 10.2 **Access Badges:** Appropriate badges authorizing escorted or unescorted access to the DOD OIG facilities and property will be furnished by the DOD OIG. The badge will be kept at a location to be designated by the DOD OIG and shall be picked up by the individual granted access upon arrival at the DOD OIG premises. It shall be worn at all times on the upper part of the body so as to be clearly visible and will be returned to the DOD OIG whenever the wearer leaves the DOD OIG premises for any reason or any length of time. Personnel who cannot produce acceptable identification, including those already cleared for access, will not be permitted to enter the DOD OIG facility.

10.2.1 **Right to Revoke Access:** The DOD OIG reserves the right to revoke access to its facilities or property of any individual, where such access is no longer clearly consistent with the DOD OIG mission and responsibilities, and the Contractor agrees to immediately remove that individual from the Job-Site in such circumstances. In cases of access revocation, the Program Office will inform the individual of the basis of the revocation, unless to do so would reveal classified or sensitive information, and give the individual an opportunity to explain, rebut or refute such basis in writing. Access will remain revoked pending prompt review of any such submission by the individual. The DOD OIG shall have and exercise full and complete control over granting, denying, withholding or terminating access for contract individuals.

- 10.3 **Security/Privacy Requirements:** Within five (5) calendar days after award of the contract, the Contractor shall furnish to the Contracting Officer (CO) appropriate

security clearance forms, as identified below, for each person who will require access to the Office Facility or who will require access to Contract Documents in connection with this project. If Contractor personnel have existing clearances the Government should be made aware, as transfers are possible.

- 10.4 **Personnel Security Clearances:** All Owners, officers, directors, executive personnel, job superintendents, and security officers of the general Contractor and subcontractors requiring access to the DOD OIG Facilities and/or to the Contract Documents shall possess as a minimum “Escorted” access requiring a Limited Background Investigation, or a “Secret” level security clearance.

10.4.1 **Escorted Access:** For Escorted Access, required forms shall include:

- Memorandum Cover Sheet (completed by the COR)
- Access of Non-DOD Personnel Background Data Form
- Completed SF-258 Fingerprint Cards
- Privacy Act Notification Statement

10.4.2 **Unescorted Access (For Secret or Top Secret Level clearances):** For Unescorted Access, required forms shall include:

- Memorandum Cover Sheet (completed by the COR)
- SF-84, Questionnaire for National Security Positions
- Completed SF-258 Fingerprint Cards
- Privacy Act Notification Statement

(SF – 312, Classified Nondisclosure Agreement and FD – 835, Badge Acknowledgement Form must be signed after completion of the background investigation and before the Security Access Control System (SAC) Badges are obtained)

Or

Transfer a current five-year Secret (NACLC) or Top Secret clearance achieved through a single scope background investigation (SSBI) from DISCO or equivalent agency. To obtain “Unescorted” access a Top Secret – SSBI is required to be transferred.

- 10.5 **Security Clearance Levels:** This effort involves the Contractor having access to FOUO, Confidential and classified information/material. The Contractor shall provide personnel with clearances up to the “TOP SECRET” level for some tasks which are identified and SECRET for all others. Required clearance levels are identified, as follows:

Task 1 – Secret  
Task 2 – Secret

Task 12 – Secret  
Task 13 - Secret

## 9Q1SFSRLS002

Task 3 – Secret  
Task 4 – Secret  
Task 5 – Secret  
Task 6 – Secret  
Task 7 – Secret  
Task 8 – Secret  
Task 9 – Secret  
Task 10 – Secret  
Task 11 – Secret

Task 14 - Secret  
Task 15 – Top Secret  
Task 16 - Top Secret  
Task 17 - Top Secret  
Task 18 - Top Secret  
Task 19 - Top Secret  
Task 20 - Top Secret  
Task 21 - Top Secret

- 10.6 **Reinvestigation:** The DOD OIG reserves the right to reinvestigate contract individuals on a periodic basis (every five years) or where facts or information indicate that continued access may no longer be clearly consistent with the DOD OIG mission responsibilities.

Should the Contractor receive information regarding an employee which may affect the access of that employee to a DOD OIG facility, e.g., knowledge of arrests, felony conviction, misdemeanor conviction, use of or addiction to drugs and/or chemicals, abuse of alcohol, indebtedness, a change in or treatment of mental health, or any behavior, activities, or associations which tend to show that the individual is not reliable or trustworthy, etc., the Contractor shall advise the DOD OIG immediately.

- 10.7 **Privacy:** Work on this project may require that personnel have access to Privacy and other sensitive information. Personnel shall adhere to the Privacy Act, Title 5 of the United States Code, section 552a and applicable Client Agency rules and regulations and must complete PII training.

10.7.1 Contractor personnel shall not divulge or release privacy data or information developed or obtained in the performance of this task order, until made public or specifically authorized by the Government. The Contractor shall not use, disclose, or reproduce third party companies' propriety data, other than as authorized and required in performance of this task order. Personnel working on this project will be required to sign a non-disclosure agreement immediately upon their start on the project. The Contractor's procedures for protecting against unauthorized disclosure of information shall not require Department of Defense employees or members of the Armed Forces to relinquish control of their work product, whether classified or not, to the Contractor.

10.7.2 **Disclosure of Information:** The Contractor shall not release to anyone any unclassified information, regardless of medium (e.g. film, tape, document, etc.), pertaining to any part of this contract or any program related to this contract.



- 10.8 All Contractor personnel may have access to sensitive, privileged or privacy act information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. code, Section 552a and applicable agency rules and regulations. Contractor personnel will be required to obtain a Common Access Card (CAC) for computer usage and a DOD building pass.

The Contractor shall notify the COR within 24 hours, for reasons of Contractor personnel resignation, reassignment, termination, or completion of portions of the contract, or project or task order and personnel no longer require access to Government information systems.

The Contractor and employees working on this contract must sign an Employee Non-Disclosure Statement (Appendix D).

- 11.0 QUALITY CONTROL:** This task requires the Contractor to maintain a thorough quality control program with the aim of identifying and correcting deficiencies in the quality of services before performance becomes unacceptable. As part of the Quality Control Program, the Contractor shall develop a Quality Control Plan (QCP) that describes the Contractor's procedures for monitoring quality. At a minimum, the Quality Control Plan shall include the following:

- 11.1 A description of the inspection system to cover all services listed on the Performance Work Statement (PWS). The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and the frequency of these inspections.
- 11.2 A description of follow-up procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies.
- 11.3 A description of the records to be kept to document inspections and corrective or preventive actions taken.
- 11.4 The records of inspections shall be kept and made available to the Government, when requested, throughout the performance period, and for the period after completion, until final settlement of any claims under this contract.

- 11.5 **Removed**

- 12.0 QUALITY ASSURANCE SURVEILLANCE:** The Government will monitor the Contractor's performance through the use of a Quality Assurance Surveillance Plan (QASP), developed in accordance with the Performance Requirements Summary in Section 15.0 of this PWS. The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformance with performance and technical requirements. Government quality assurance will be conducted on behalf of the Contracting Officer. The COR will be appointed to coordinate the overall quality assurance of technical compliance.

- 13.0 CONTRACT ADMINISTRATION:** The Contract will be administered by Mr. Carmelo Nuestro, Senior Contracting Officer, GSA, FAS, Acquisition Operations Division (9QZAB), 450 Golden Gate Blvd., 4th Floor West, Room 4792, San Francisco, California 94102, telephone (415) 522-2636; e-mail: [Carmelo.nuestro@gsa.gov](mailto:Carmelo.nuestro@gsa.gov)

The GSA Contracting Officer will delegate inspection and acceptance authority to a representative of the requiring activity with the requisite knowledge, skills, clearance level and education to perform these duties. A Contracting Officer's Representative (COR) will be identified upon award at the task order level. The GSA Federal Acquisition Service FAS Project Manager will be responsible for overall project management. The GSA FAS Contracting Officer and Project Manager will provide guidance and oversight to the client, as needed, to ensure satisfactory Contractor performance, compliance, invoice review and appropriate contract administration documentation.

**14.0 DESIGNATED POINTS OF CONTACT:**

Carmelo P. Nuestro  
Contracting Officer  
GSA FAS  
Acquisition Operations Division (AOD)  
450 Golden Gate Ave  
4th Floor West, Room 4792  
San Francisco, Ca 94102  
Office: 415.522.2636  
Cell: (b)(6)  
Fax: 415.522.4009  
[carmelo.nuestro@gsa.gov](mailto:carmelo.nuestro@gsa.gov)

Lyn Sankey  
Project Manager  
GSA, FAS  
Assisted Acquisition Service (AAS)  
9988 Hibert St., Suite 310  
San Diego, CA 92131  
Office: 858.537.2382  
Cell: (b)(6)  
Fax: 858.537.2213  
[Lyn.sankey@gsa.gov](mailto:Lyn.sankey@gsa.gov)

DOD OIG  
Willie Spivey  
400 Army Navy Drive  
Arlington, VA 22202  
[willie.spivey@DODig.mil](mailto:willie.spivey@DODig.mil)

**15.0 PERFORMANCE REQUIREMENTS SUMMARY (SAMPLE):**

<i><b>Performance Requirement</b></i>	<i><b>Performance Indicator</b></i>	<i><b>Standards</b></i>	<i><b>Surveillance Method</b></i>
4.3 Reports	Timeliness & Quality	98% of required reports are submitted on time and meet all PWS requirements.	100% inspection
	Timeliness & Quality	Progress reports shall be submitted on time, following schedule set forth by the	100% inspection
	Timeliness & Quality	Accurate information shall be submitted on time, following schedule set forth by the	100 % inspection
4.5 Surveys and Notes	Timeliness & Quality	Accurate and informative surveys and notes shall be submitted within 3 working days of a training event	100% student feedback on surveys  100% inspection on notes